

**WHAT IS CLAIMED IS:**

1           1.     A method of responding to a received message, the method  
2 comprising:  
3           analyzing content of a received message to select which of a plurality of  
4 predefined categories relates to the received message, each predefined category  
5 having response information linked thereto;  
6           if a first of a plurality of predefined computer-executable response modules is  
7 executed, executing the first module using at least a first part of the response  
8 information linked to the selected category; and  
9           if a second of the plurality of predefined computer-executable response  
10 modules is executed, executing the second module using at least a second part of  
11 the response information linked to the selected category.

1           2.     The method of claim 1, wherein executing one of the first and second  
2 modules involves displaying suggested response message content on a display  
3 device, the suggested content being included in the linked response information.

1           3.     The method of claim 2, wherein the suggested content includes at  
2 least one document.

1           4.     The method of claim 2, wherein the suggested content includes at  
2 least one response template.

1           5.     The method of claim 1, wherein execution further involves receiving  
2 user commands to send a response message with the suggested content.

1           6.     The method of claim 5, wherein execution involves executing a  
2     message routing instruction that routes the received electronic message to a user's  
3     email account, the message routing instruction being included in the linked response  
4     information.

1           7.     The method of claim 1, wherein execution involves executing a  
2     message routing instruction that routes the received electronic message to a user's  
3     incoming electronic message account, the message routing instruction being  
4     included in the linked response information.

1           8.     The method of claim 7, wherein the user's incoming electronic  
2     message account is that of an expert.

1           9.     The method of claim 1, wherein the first module is one that produces a  
2     response message, and the second module is one that executes a procedure other  
3     than producing a response message.

1           10.    The method of claim 9, wherein the first part is an auto-response.

1           11.    The method of claim 9, wherein the first part involves suggested  
2     content.

1           12.    The method of claim 9, wherein the other procedure is service related.

1           13.    The method of claim 12, wherein the service-related procedure  
2     involves scheduling a service order.

1           14.    The method of claim 1 wherein the first and second parts of the linked  
2    response information are different.

1           15.    The method of claim 1 wherein the received message comprises an  
2    email.

1           16.    A computer program product tangibly embodied in an information  
2    carrier, the computer program product containing instructions that, when executed,  
3    cause a processor to perform operations to respond to a received electronic  
4    message, the operations comprising:

5           analyze content of a received electronic message to select which of a plurality  
6    of predefined categories relates to the received electronic message, each predefined  
7    category having response information linked thereto;

8           if a first of a plurality of predefined computer-executable response modules is  
9    executed, execute the first module using at least a first part of the response  
10   information linked to the selected category; and

11          if a second of the plurality of predefined computer-executable response  
12   modules is executed, execute the second module using at least a second part of the  
13   response information linked to the selected category.

1           17.    A method of performing multiple steps in an Interaction Center (IC)  
2    business process, the method comprising:

3           receiving an email, the content of which relates to one of a plurality of  
4    predetermined categories in a categorization scheme, each predetermined category  
5    having business objects linked thereto;

6            selecting a category from among the plurality of predetermined categories;  
7            receiving user input that identifies which of a plurality of response procedure  
8 modules are to be executed in response to the received email;  
9            if an email editor module is executed, using a response template selected  
10 from among the business objects linked to the selected category; and  
11            if an ERMS module is executed, suggesting at least one business object  
12 linked to the selected category, the suggested business object including at least one  
13 of a quick solution document and an expert selected from among the business  
14 objects linked to the selected category.

1            18.    The method of claim 17, wherein executing one of the first and second  
2 modules involves displaying suggested response message content on a display  
3 device, the suggested content being included in the linked response information.